

## Summary of Presentation to Nova Scotia's Law Amendments Committee

Subject: Bill 49 – Changes to the Gaming Control Act  
Submitted by: Chris Roberts, Executive Director, Casino Nova Scotia  
Date: September 26, 2018

---

Great Canadian Gaming Corporation, operating as Casino Nova Scotia, is responsible for the day-to-day operation of Nova Scotia's casinos in Halifax and Sydney. The company works collaboratively with the Nova Scotia Gaming Corporation (Crown partner) and the Alcohol, Gaming, Fuel and Tobacco Division of Service Nova Scotia (Crown regulator) in delivering gaming entertainment within the province.

Casino Nova Scotia (CNS) is pleased to submit the following summary of its position related to Bill 49:

- CNS has been supportive of changes to Nova Scotia's Voluntary Self Exclusion (VSE) program for many years
- The current VSE program is outdated and no longer represents a best practice within the North American gaming industry
- Those opting into Nova Scotia's VSE program have no choice related to the term of their exclusion – it's indefinite in all cases. Research conducted by problem gambling experts has repeatedly identified that indefinite bans are a significant deterrent to players who might otherwise use the VSE tool effectively.
- Responsible Gaming is a pillar of CNS's operation. Every one of its 500+ employees is trained to identify and assist guests that may demonstrate problem gambling behaviours. The VSE program is just one tool that forms part of its Responsible Gaming framework.
- RG Check is an internationally recognized accreditation that tests casino operators against a host of responsible gambling best practices. CNS received RG Check accreditation for both of its properties in 2016. Among the noted areas for improvement was the outdated nature of the VSE program.
- Contrary to popular opinion, any proliferation of problem gambling is detrimental to CNS's business. It is in the collective interest of all parties – community, staff, government, casino operator, and of course, the guest – that problem gamblers access the best information and programs possible. Sometimes that can involve a simple discussion with CNS staff or a visit to the on-site Responsible Gambling Resource Centres. And, sometimes opting into an effective VSE program is the best course of action.
- CNS has been an active part of the collaborative process that has led to the suggested changes
- CNS would be pleased to answer any operational questions that the committee may have